

Job Description & Personal Specification Business Development Manager

Main purpose of the role:

To own and achieve the sales targets set by the Sales Director for Personnel Checks' DBS – Consultancy revenue stream through the retention and growth of current and new corporate accounts.

Principal duties & responsibilities:

As a manager in the business, you will be responsible for the whole target of the DBS Consultancy revenue stream as well as your own personal sales target.

Looking back at the main purpose of the role you will be instrumental in defining the strategy for achieving these targets and engaging/motivating a team of people to support this. Both the sales strategy and people management part of this role should be in line with the company's own strategy and culture.

Ensure retention and growth targets for the DBS Consultancy revenue stream are attained by:

Retention

- Working closely with Head of Operations to create and execute a robust Account Management strategy for our DBS customers
- Organise and execute Account Management review meetings with top customers
- Organise and execute Account Management review calls with middle customer
- Ensure we are communicating with all customers to gather feedback on service and discover avenues for improvement/evolution of service or account growth
- Gain a deep and analytical understanding of account usage and trends

Growth

- Ensure all sales calls are 'maximised' through developing the Sales acumen of the DBS Sales Team
- Fielding high worth new business calls and closing sales
- Convert new business
- Developing bespoke DBS, screening and safeguarding solutions for high value customers

- Work closely with the Operations team to ensure a seamless handover/onboarding process for customers
- Leading the DBS sales team to ensure that all inbound sales calls are maximised
- Understanding the market

NB: The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the Organisation and the overall business objectives of the Organisation.

Knowledge, Skills & Experience:

- Excellent networking and strong people skills
- High levels of self-awareness and social-awareness
- A strong knowledge and experience in negotiation and closing techniques
- A sound understanding of the sales process to understand the client challenges and provide solutions
- Excellent public speaking and presentation skills
- Good written skills including capabilities in writing plans and proposals
- High levels of motivation for sales including strong sales planning skills
- Intuition for the identification of customer needs and challenges
- Drive to consistently meet sales goals
- Experience utilising CRM software and Microsoft Office packages
- Outstanding organisational and time management skills
- Self-motivating and a high level of initiative

Personal Attributes:

- The ability to think commercially, identify and exploit opportunities and deliver innovative outcomes
- A desire to persuade and influence others
- Strategic leadership skills, vision and the ability to inspire and motivate
- The ability to build and maintain strong relationships, with a collaborative and enabling style of people management
- Political astuteness and sensitivity with good judgement, common sense and diplomacy
- The ability to listen and communicate ideas, concepts and facts
- Highly developed communication and interpersonal skills with the ability to influence effectively, persuade and negotiate at the highest levels with a complex range of stakeholders
- Integrity and the ability to uphold company values in line with good corporate governance
- Intellectual rigour with the ability to quickly assimilate and process complex issues